TUNGSTEN

Figure 1 Safe and Well service design

A local government provider of social care wanted to redesign its assistive technology service to increase up take of the devices they have available. We worked with them to create a day long interactive workshop to bring together all parties with an interest in assistive technology. This included people who could benefit from aids for mobility, hearing, vision, and memory, along with frontline staff in hospital and community settings, housing and other organisations supporting people using assistive technologies. The aim of the workshop was find out how people in the local area wanted to access local services to manage and promote independence at home. The workshop, which was attended by more 70 people, was structured and facilitated to ensure that the expertise of all of the participants was heard and valued and to encourage communication and interaction between people who would not normally meet. Four activities were put together to deliver the information the social care provider was seeking – Technology Interaction, Show and Tell and Service Design sessions. The workshop commenced with Technology Interaction, which included many assistive technologies from the local services. This was followed by a chaired Question and Answer session with representatives from the local Assistive Technology service. The next interactive activity was Service Design where each table looked at what they wanted from a local AT service, what sorts of technology should be available and how it should be staffed. After lunch

participants completed Show and Tell, sharing the reasons they adopt or abandon a wide range of technologies, including ATs. The final interactive activity was Service Design 2 where each table set out their vision for an ideal service including location, access, funding, etc. The outcome was a set of priorities for the service redesign for the social care provider to use plus a group of experts to work with in developing it.

SAFE AND WELL WORKSHOP ACTIVITIES

ACTIVITY 1 - TECHNOLOGY INTERACTION

This is a tried and tested method for enabling the participants to start speaking about technology right from the start of the workshop. It is important that all stakeholders feel comfortable and empowered to express their views and are not daunted by being in a public arena. Technology interaction is a great activity to set the pattern for the workshop as well as forming the basis of the group dynamic on each table.

ACTIVITY 2 - SERVICE DESIGN 1

Service design is a popular activity for encouraging all stakeholders to share their views and start to address some of the things they would like to see in their local service (Figure 1). This may include taking forward good points but also highlighting areas for improvement. Part 1 follows directly on from a chaired Q&A session about local services and is excellent at capturing the ideas when they are fresh in people's minds.

ACTIVITY 3 – SHOW AND TELL

All participants are asked to bring along a piece of technology that they love and one that they have abandoned (subject to them being easily transportable!). This activity enables people to express a more personal perspective on technology and how they make decisions about whether to use something or not. It is particularly illuminating in mixed stakeholder groups to hear the experience of people who may not normally come into contact.

ACTIVITY 4 – SERVICE DESIGN 2

Part 2 is intended to capture further information about the ideal local service including where it should be located, how it would be advertised and how it would be paid for. By this point in the workshop participants appreciate the opportunity to crystallise their ideas for the local service and to share these with the other tables. In respect of this activity we have discussed whether to propose some actual locations in the city that might be potential ALT centres r pop-up shops to get direct feedback on them.